



**TalkTalk
Business**

Business Grade

Voice Solutions

Find your voice

"Our Network allows us to carry more calls and offer more advanced features, more efficiently than our competition. And this simply enables us to provide better value to our customers." Jon Nowell, TalkTalk Business

The telephone has been around for a long time but progress means that voice services are now part of a wider group of technologies, which can offer a world of new possibilities. As a business only provider, TalkTalk Business has worked with our customers to develop a comprehensive suite of products to cater for the needs of all types of modern organisation.

Whether you have multiple sites or remote workers, inbound or outbound call centres, legacy or cutting edge technology, our voice solutions focus on your unique needs. We aim to provide the functionality and reliability your business needs and the best possible value backed by top quality customer service – this is what we call Business Grade.

Connect to your network

Not just anybody can offer Business Grade voice services in the 21st century. TalkTalk Business has been able to raise the bar for two reasons, firstly a determination to offer British businesses better quality and value in the post monopoly era, and secondly superior technology in the form of our unique all IP fibre optic Next Generation Network.

Our Network allows us to carry more calls and offer more advanced features, more efficiently than our competition. And this simply enables us to provide better value to our customers.

Business Numbers

DID YOU KNOW?

It's easy to bring your inbound numbers with you when you move. TalkTalk Business holds porting agreements with a range of other providers, working to a rigorous code of practice to ensure a smooth and seamless transfer.

TalkTalk Business can offer you a huge range of competitively priced Business Numbers including blocks in sequence. Memorable numbers, geofix or non-geographic, Freephone, Premium or Local Rate and revenue sharing numbers are all available. Alternatively, smoothly migrate your existing numbers onto our Next Generation Network to take advantage of other Business Grade services.

Non-Geographic Numbers

- Do not correspond to a specific geographical area
- Memorable numbers are available
- Choose 0800 and 0808 numbers where the company receiving the call pays for the cost. These are free to the caller (not from mobile) making this a good choice to attract customers

Revenue-sharing numbers

- Our revenue sharing numbers include 0844 and 0871 (where part of the call cost is paid to the recipient)
- Deliver a revenue stream, which can be used to offset business cost
- We can provide premium rated numbers for higher value services

Geofix

- Numbers that correspond to a specific geographical area
- Your business can appear as if it's located in a certain area, implying a local presence or prestigious address
- Memorable numbers are available
- Often included in callers' calling plans so are free from landlines and mobiles

Easy-to-remember numbers and one national point of contact

- Delivers simplicity and great service for your customers
- Enhance the effectiveness of your call handling with call statistics
- Improve marketing effectiveness by monitoring and understanding how lead generation campaigns perform

Calls and Lines

DID YOU KNOW?

By integrating voice and data you lower your overheads while delivering reliable, optimised technology to meet the dynamic needs of your workforce.

Our range of business friendly call plans are designed to keep your costs to a minimum. We also provide the full range of lines from traditional analogue, to digital options like ISDN30 or Voice over Ethernet that converge your voice and data requirements. Our consultative approach helps find the right option for your organisation now and into the future.

Transparent value

With a wide range of straightforward tariffs, including unlimited call packages, we make it easy to choose the package that's right for you. And you only pay for what you use as most services are available on a 12 month contract with no minimum spend and calls are rounded down to the nearest second.

Billing is flexible too with the option to break charges down by groups or departments with simple call volumes and their associated costs made clearly visible.

Flexibility along your lines

We understand that every business is different so we provide a range of line types to meet your unique needs. This includes traditional analogue, ISDN2 and ISDN30 as well as SIP-based Next Generation Network ISDN30 and Voice over Ethernet solutions.

TalkTalk Business lines are fully future proof and scalable, our Next Generation Network is the largest in the UK meaning you can add new sites or lines or move to fully integrated digital services seamlessly, all with one provider.

Business Grade Support

Your business continuity is our number one priority. Our UK-based, business savvy customer service team is on hand to provide prompt knowledgeable advice and support to keep your service operating smoothly. We will always respond to you in accordance with rigorous SLAs.

Inbound Solutions

DID YOU KNOW?

Reporting tools allow you to analyse call patterns and volumes over time, so you can plan call flow management and resources, with the ability to implement changes quickly.

Our state of the art Inbound Solutions give you complete control over the management of inbound calls and the caller experience. Call routing, queuing and recording can be controlled in real time and comprehensive reporting functionality helps you optimise resources and manage call flows.

Set up for value

We work with you to perform a thorough examination of your inbound call management requirements in order to propose the very best value package for you. Clear transparent pricing helps you manage your budget and highlights potential savings.

The importance of experience

As business specialists our Inbound Solutions are designed with the functionality and flexibility to ensure that both you and your customers get the best possible experience. Routing, queuing and special features allow you to manage call flow and route calls in the most efficient way possible, creating the right impression of your organisation in the minds of customers. Our IVR (Interactive Voice Response) Services enable callers to quickly manage their own calls, minimising your costs.

Secure, simple, complete control

With call management technology that enables you to self-manage and monitor your portfolio of Inbound services, you are given complete control of your individual Solution. Our secure, easy-to-use interface is accessible on any device with a phone signal or internet connection. This supports remote or home working and puts a suite of provisioning and reporting tools at your fingertips, helping you to quickly set up, configure and maintain your solution.

Unified Communications

DID YOU KNOW?

We've chosen to partner with communications leader, Mitel, to deliver the latest business phone systems, IP devices and full Unified Communications solutions.

Unified Communications is a future-proof communications platform that supports a more flexible working environment. It delivers Business Grade features and functionality integrating voice, mobile and web based communications to improve efficiency, productivity and customer service. The solution can be tailored to the needs of individual businesses, to match objectives, communications requirements and budgets.

Efficiency means value

Improve how effectively you can handle calls, emails and web-chat through feature-rich technology. Unified Communications can help you to increase productivity by maximising call volume, as well as making it easier to do business and improve customer satisfaction. Our hardware leasing option means you can implement Unified Communications with no capital outlay.

Dynamic, controllable communications

Unified Communications provides you with Presence, Instant Messaging, Voice, Calendar Integration, Unified Contact and many other features. Your employees can change location and seamlessly switch between their devices. Allowing them to control their own communications environment and messages from wherever they are.

Remote workers can securely access the same voicemail, conferencing and security features as their inoffice colleagues.

A Centre of Excellence for specialist support

The Engineering Centre of Excellence is our technology hub for our support team. This dedicated centre ensures all of our experts have the latest knowledge in VoIP and Unified Communications to enable them to manage our national network of field-based engineers and first-line support. Accreditations in Mitel Unified Communications back our specialist understanding of PBX solutions and unified messaging.

Voice over Ethernet

DID YOU KNOW?

Voice over Ethernet is a fully managed, customised solution including project management, service design, provision, installation and commissioning - so you receive a solution according to your unique needs.

TalkTalk Business Ethernet connectivity gives you ultra-reliable Next Generation bandwidth and also the opportunity to access low cost Business Grade IP voice services. Multiple ISDN connections can be replaced by a single IP connection with up to 750 channels, significantly reducing your overheads. Voice over Ethernet features superb call clarity and can be customised to meet your exact requirements.

The Network for Ethernet value

TalkTalk Business Voice over Ethernet is competitively priced to help you manage, and in some cases lower, your network and telephony costs. Delivering an end-to-end solution using our Next Generation Network, which has the largest Ethernet footprint in the UK, allows us to pass significant cost savings on to your business.

Simple pricing, consolidated billing

We make it easier for you to do business and manage costs. Our simple pricing model with a monthly rental per channel means you only pay for what you use. You pay less, with no penalty for using more, and no hidden costs or surprises. We make cost management even easier with rental and call charges consolidated on one itemised bill. So you can pinpoint where call spend occurs and allocate costs accordingly.

Guaranteed performance

We can tailor our SLAs with enhanced options to give you guaranteed performance standards in line with your business objectives. We also offer 24/7 fault reporting so you benefit from our Fast Fix Guarantee, ensuring minimal downtime and disruption.

**Call 0800 083 3003 or visit
talktalkbusiness.co.uk/voice**

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**TalkTalk
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